

RESUME

THANGARASU.M

Contact: +91-7299414361

e-mail: arunraj1292@gmail.com

Address: 3/142, Keraikodahalli, Mallikuttai (PO), Karimangalam (TK), Dharmapuri - 635 205

CAREER OBJECTIVE

To secure a position as a professional in a reputed firm, where I can contribute my knowledge and skills for the growth and development of the organization meanwhile can grow professionally and pursue my interests of establishing a career in the corporate world.

EDUCATION HISTORY

JUN 2009 – April 2011	DIPLOMA IN AUTOMOBILE ENGINEERING RKM Polytechnic collage, Mylapore – Chennai.
June 2007 – April 2009	HIGHER SECONDARY. Govt boys Hr. sec School, Madavalam – Tirupattur.

WORK EXPERIENCE

OCT 2018 – TILL DATE	OFFICER (FIELD SERVICE AND ENGINEERING), MRF LTD, CHENNAI <u>Roles & Responsibilities:</u> <ul style="list-style-type: none">• Support the dealer to open a new dealership for all the parameters.• Coordinate with team to improve service level to customer• Auditing the Dealers for ensuring & increasing the quality of the service to the customers as MRF Standards• Achieve the customer satisfaction to highest level through feedback analysis.• Analysing the dealer service revenue in monthly basis• Analysis competition performance comparison to improve MRF dealers.• Training provided to the dealership owner and technicians for the Standard operating procedure, basic product training.• Greeting the customers and Analyse the Tyre wear complaints & done the Wheel balancing, Wheel alignment.
DEC 2013 – APR 2018	SERVICE ADVISOR, VST AUTO AGENCY PVT LTD (An authorised dealer of Mahindra & Mahindra LCV, Chennai) <u>Roles & Responsibilities:</u> <ul style="list-style-type: none">• Greeting customers and scheduling service appointments• Cataloguing customers concerns and comments• Writing service orders and descriptions of problems and repairs• Translating customers' repair problems into standard repair terminology• Explaining repairs to customers• Estimating the cost and time needed for repairs

- Handling customer complaints
- Negotiated with manufacturers for authorization of warranty repairs exceeding flat-rate or maximum levels.
- Communicated with manufacturer's technical personnel to solve problems associated with products and related remedies to appropriate channels.
- Collected warranty credits and applied to appropriated general ledger accounts.
- Addressed customer issues in a fair, prompt and responsible manner

MAY 2011 – MAY 2013

JUNIER SERVICE ENGINEER (ASHOK LEYLAND LTD), PUNE

Roles & Responsibilities:

- Interact between Depot supervisor and Bus drivers and giving technical support.
- Maintain periodic schedule servicing for BS4 CNG buses. and coordinate with bus Depot team while breakdown, and further technical support to them.

OTHER SKILLS AND CERTIFICATES

Computer Skills:

- Microsoft applications (Word, Excel, Office , PPT).

PERSONAL DETAILS

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|-------------------|---|-----------------------|
| • Name | : | Thangarasu. M |
| • Date of Birth | : | 01/02/1992 |
| • Marital Status | : | Married |
| • Father's Name | : | A. Manogaran |
| • Nationality | : | Indian |
| • Languages Known | : | Tamil, English, Hindi |

DECLARATION:

I hereby solely declare that the above furnished details are true and correct to the best of my knowledge and belief.

PLACE: CHENNAI

DATE:

(Thangarasu.M)